

COUNTYWIDE CHILD MHSA NEWSLETTER

Countywide Child Pilot Program Earns Its Wings

Integrating technical support objectives into Reflective Supervision training sessions proved to be an excellent means of introducing new concepts, reinforcing core principles and fostering the professional development of participants.

Assessments made by Reflective Supervision experts, Dr. Barbara Stroud and Dr. Mayra Mendez, indicated that 91% of the 16 treatment teams participating in Countywide Child Administration's (CWCA) Integrated Reflective Supervision pilot were able to successfully meet 100% of the project's training objectives.

Drs. Stroud and Mendez were contracted by the Department to help develop a Reflective Supervision / Training pilot program curriculum and to provide monthly, two-hour Reflective Supervision sessions integrated with technical assistance objectives between October 2010 through June 2011.

The purpose of the pilot program was to test the effectiveness of using Reflective Supervision as a training forum for delivering integrated technical support objectives into a series of training modules that was delivered during monthly recurrent Reflective Supervision sessions.

Individual training sessions were utilized to introduce aspects of the County's emerging Core Practice Model, reinforce Child FSP Core Principles, and promote the management style and treatment team camaraderie and support which are common among the highest performing agencies into all Child FSP programs Countywide. Sessions consisted of 45 minutes of training objective presentation followed by 75 minutes of group case presentation and discussion. The case presentations portion of the session allowed participants to gain hands on experience assimilating training material into practical daily routines and interactions.

Two major priorities of the program were teaching providers how to create and execute effective 24/7 Crisis Support plans and promoting the invaluable contributions and important perspective that Parent Partners bring to the overall effectiveness of FSP treatment teams.



Drs. Stroud and Mendez also noted observing a progressive improvement of team communication and cohesiveness as individual members experienced increased self-awareness and professional proficiency.

CWCA staff has concluded that integrating technical support training objectives with the Reflective Supervision process is an effective means of providing technical support and promoting the personal growth and professional proficiency of participating staff.



Barbara Stroud, Ph.D. is a licensed clinical psychologist, Zero to Three Graduate Fellow, mental health specialist and a level III Reflective Practice Facilitator with over 20 years experience providing training in the early childhood, child development and mental health arenas.



Mayra Mendez, Ph.D. has been working as a specialist in the area of mental health and intellectual and developmental disabilities for the past 30 years. She holds a doctorate degree in clinical psychology and a license in marriage, family, and child therapy.



CWCA Welcomes New Program Head & Secretary

Effective September 1, 2011, Ms. Dina Dutton will officially become CWCA's new Program Head. Ms. Dutton is a licensed clinical social worker and an 11 year DMH veteran who recently transferred to CWCA from the PEI Administration Unit. Prior to working with PEI, Dina was a key player in San Fernando Mental Health's transformation to the Recovery Model, establishing their Adult FSP program and Wellness Center as well as launching Child and Family Outpatient Program.

While Dina has spent the past month learning the ropes and checking things out, CWCA staff has had a chance to do a little assessment of their own. We have no doubt that you will be won over by her cheerful disposition, perpetual smile, and upbeat attitude, but, if not, there is a bottomless bucket of assorted chocolates sitting on the corner of her desk that should do the trick!

Alicia Avelar joins CWCA as Dina Dutton's new secretary. Ms. Avelar began working for DMH in 2001 and prior to joining CWCA, spent the past five and a half years working at Compton Mental Health as an STC with the Specialized Foster Care program.

Good Luck Ana & Christina



In addition to the new program head and secretary, two other changes have recently taken place within the CWCA rank and file. Christina Villasenor and Ana Verdin-Hernandez have both received promotions and will take on new roles within the Children's System of Care. Christina's new duties will be personnel, budget and contract monitoring related and Ana will be serving as the training coordinator for all Child MHSA Programs including PEI. Please join CWCA staff in congratulating Christina and Ana wishing both women the best of luck in their new positions.

Children's Hospital LA's Treatment Team Extraordinaire



(left to right) Miguel Garcia, Salvador Reza, Jessica Orozco, Olivia Velasquez, Judith Perrigo, Cecilia Sandoval and Janet Perez

Intensive mental health programs have a notorious reputation for having a high rate of turnover due to staff burnout, but the Children's Hospital Los Angeles (CHLA) Child FSP treatment team is living proof that it doesn't have to be that way.

CHLA rolled out its FSP program in the spring of 2007 with a team of two passionate therapists, Salvador Reza and Judith Perrigo. Within a year, the team expanded to include Jessica Orozco, Cecilia Sandoval and Olivia Velasquez as the team's supervising therapist. During the nearly five years since the launch of the CHLA FSP program, not a single treatment team member has left or

transferred to another program. Over the years, the team has gained a reputation for being the most energetic, productive and positively spirited of all Children's Hospital mental health programs and were even recognized as an exemplary clinical team by CHLA's administration.

CHLA has been able to avoid the usual staff "burnout" that accompanies intensive mental health service delivery by providing supportive management, offering flexible work schedules and fostering a trusting working environment in which team members are free to seek advice

and consultation with one another as well as vent their frustrations and emotions when needed. The resulting family-like camaraderie the team enjoys extends beyond the office and into each other's personal lives as well.

CHLA recently added another therapist, Ms. Janet Perez to the team and enhanced the treatment team's overall perspective with the addition of Parent Partner Miguel Garcia. CWCA salutes the hard work and dedication of CHLA's Child FSP treatment team and wishes them another 5 years of growth and success.



Support the
DMH AIDSWALK TEAM
Contact Lisa Song - lsong@dmh.lacounty.gov



A Boy & His Dad

Child Full Service Partnerships are truly making a difference in people's lives all across the County of Los Angeles. In some cases, like David and his father, not only did it make a difference, it completely turned their lives around.



David was seven years old when he was referred to the Asian Pacific Family Center FSP program in June of 2009 because his defiant behavior toward his father was getting worse and his risk of being removed from his home by DCFS was becoming greater. David's father was having difficulty in parenting David because of his own mental health issues and was not equipped to handle his son's disobedience. David's refusal to sleep, get dressed or banging his head on the wall and screaming whenever he was upset was more than his father could handle so he would get mad at David and yell at him. David was also having trouble away from home. He was ranked 20th in his class due to his behavioral problems at school and recurring absenteeism.

David's father was extremely relieved when David was enrolled in a Child FSP program at Asian Pacific Family Center and that the treatment team would be coming to his house to deliver services so they could "see how David acts at home." He was also very happy

that the treatment team was able to speak his native Vietnamese and Cantonese languages so that he could participate in planning his son's treatment and understand what was going on. Both David and his son were especially grateful to David's therapist Denise because, "she understood us and helped us get along". David also started getting along better at school because of the evolving social skills treatment team members Ai Dong Zan and Casey Huynh helped him build.

"David wasn't the only one they helped," David's father, admits, "They helped me a lot too." David's case manager, An Tieu, linked David's father to the DPSS benefits he and his son were eligible for, assisted David's father in obtaining citizenship, and linked David's father to the local community center so that now, "I don't feel so lonely all the time and I have some place to go," confides David's father.

David and his father were enrolled in the Asian Pacific Family Center for little over a year. In August

2010, they were successfully stepped down to less intensive services and are doing well. "David listens to me now, he works hard at school and he is ranked #8 in his class," David's father brags. David says he has learned to "listen to his Dad" and now that they don't "yell and scream at each other, they have a lot more fun." David is also excited to have made new friends over the year he was enrolled in the FSP; some from the summer camp that MHSA flex funds made possible for him to attend and some from the church he and his father go to. "David is a different boy now" David's father claims, "he's involved in church and the other children at church look up to David".

While the improvement in David's behavior and his relationship with his father has been remarkable, David's father admits, "I don't know where we would be now without the help of the Asian Pacific Family Center and the FSP program."

Parent Partner Power

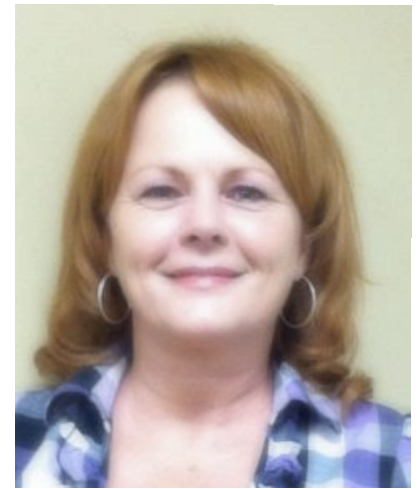
Many clients and families served through Child FSPs are isolated and alienated from their families and the communities in which they live and don't know how to relate to the people providing services to them. Parent Partners serve as bridges between treatment teams and families by providing clinical staff with the parent perspective and using their personal past experience to give new families entering the system the empathy, support and hope they need to get better.

Hollygrove's Parent Partner, DeAnna Quesada is extremely proficient at engaging families and turning their stress and anxiety into hope of recovery and healthier happier lives. She is very adept at changing potentially negative experiences into positive ones. The following vignettes explain how:

A family is in need of food assistance. DeAnna takes the mother to the local food bank and instead of simply picking up food for the woman's family, the two of them spend a couple of hours

volunteering at the food bank as well. Instead of the mother having to feel humiliated and embarrassed to have to ask for food to feed her family, DeAnna was able to turn their visit to the food bank into an uplifting one where the mother was able to give back to the community that was helping her. DeAnna not only empowered the mother who had been feeling inadequate as a parent, but had linked her to the larger community as well.

Another family was in need of baby clothes for their newly arrived infant. DeAnna introduced the mother to a friend of hers in the community who was able to provide the new mother with clothes her baby had recently outgrown but were still in perfect condition. When the new mother's baby outgrew the clothes that DeAnna's friend had provided her with, the new mother carefully cleaned and ironed them and was ready to pass them along to the next new mother who may need them. This



ability to contribute something to the community made the family no longer feel so isolated and alone.

DeAnna's warmth, interest in others and caring attitude is infectious. The examples shared are only a small example of the wide variety of invaluable contributions that Parent Partners make to Child FSP treatment teams.



Child FSP Keywords

LINKAGE	BASELINE
REFLECTIVE	FAMILY
CLIENT	STRENGTH
FLOW	GOALS
TECHNICAL	SUCCESSFUL
ASSISTANCE	OUTCOMES
FIELD	EVIDENCE
KEY	BASED
SUPPORT	AUTHORIZATION
PARENT	

M T N E I L C O W T D L N S Z
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